

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL
COMMUNICATION QUEUING USING ROUTING AND
ESCALATION RULES
Serial No.: 09/895,456 Filed: June 29, 2001
Confirmation No.: 9005 Date Allowed: April 21, 2006
Examiner: Benny Quoc Tieu Group Art Unit: 2614
Docket No.: SBL0012US

Austin, Texas
July 12, 2006

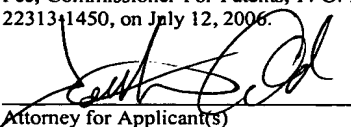
Attention: Official Draftsperson
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COMMISSIONER FOR PATENTS
P. O. Box 1450
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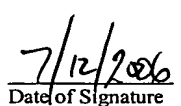
SUBMISSION OF FORMAL DRAWINGS

Dear Sir:

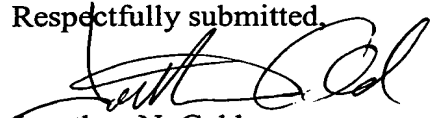
Applicants submit twenty (20) sheets of formal drawings, consisting of Figures 1A, 1B, 1C, 1D, 2-1, 2-2, 3, 4A & 4B, 4C, 4D & 4E, 4F, 4G & 4H, 4I, 4J, 4K & 4L, 4M, 4N & 4O, 4P, 4Q, 4R and 4S in the above-named application. If there are any questions regarding these drawings, please call the undersigned at (512) 439-5090.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to Attention: Official Draftsperson, Mail Stop Issue Fee, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on July 12, 2006.


Attorney for Applicant(s)


Date of Signature

Respectfully submitted,


Jonathan N. Geld
Attorney for Applicants
Reg. No. 44,702
(512) 439-5080
(512) 439-5099 (Facsimile)